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**Frequently Asked Questions**  
**Regarding the DLR's Interim Investigation Procedures**  
*Updated April 17, 2020*

1. Are investigations scheduled for the week of April 21 still scheduled to go forward?

*Yes, investigations scheduled to take place on April 21 and thereafter will be conducted as scheduled via WebEx absent a request to reschedule.*

2. How would you like us to handle e-filing documents prior to in person investigations if we don't have access to a scanner at home?

*If you already have the document in an electronic format, simply efile it to [efile.dlr@mass.gov](mailto:efile.dlr@mass.gov). If not, one option is to download a scanner app onto your smartphone or tablet and use the app to scan the document and convert the image to a PDF file. If you are unable to scan a document, please efile a list of the documents that you wish to submit. We will contact you to discuss whether you should submit the documents by first class mail.*

3. Are mediations being held on WebEx as well?

*We are not presently holding ULP or contract mediations by WebEx. We are exploring the possibility of doing so in the near future.*

4. I only have a mobile phone. Will I be able to use all functionalities of WebEx by phone?

*If you download the WebEx app onto your smartphone, you can have full access to the conference by video and audio. Or, you can call into the conference using the phone number and code that is listed on the meeting invitation. If you access the meeting only by telephone, you will not see the other participants by video, nor will they be able to see you.*

5. Will fact-findings be held by video conferencing?

*Each individual fact-finder will decide the format for their fact-finding hearings.*

6. If I am unable to identify all persons who will be participating in the investigation and/or unable to submit all documents 3 business days ahead of the investigation, how should I proceed?

*Email the DLR and the other party as soon as possible with the information you have, and an explanation of why you are unable to provide the information three business days ahead of the investigation.*

7. How is the DLR handling the public nature of some of its proceedings?

*The DLR will provide electronic access to a hearing to any member of the public who requests it.*

8. If we receive relevant documents/materials after 3 business days in advance but before the investigation, what would be the best way to share them?

*Email the documents/materials to the other party to the case and efile them to the DLR along with an explanation of why they were not submitted 3 business days ahead of time.*

9. How will you handle caucuses?

*The DLR's video conference platform does not presently permit electronic caucuses. If the investigator determines that a caucus is necessary, the investigator will discuss how to pause the meeting, or stop and restart it. It is up to the parties to facilitate any necessary discussions during the break.*

10. If the investigation was originally scheduled for 10 a.m., will the WebEx investigation be held at 10 a.m.? Will the links be active in advance to try to test access with clients and witnesses ahead of time?

*The meeting invitation will contain a start time of 9:45 to give parties time to test equipment and ensure that everyone is on the conference. The investigation will begin promptly at 10:00 a.m.*

11. What if something comes up during the in-person investigation that would necessitate submitting additional documents?

*The investigator has the discretion to decide whether to accept additional documents.*

12. Should all parties allow their camera access and/or audio at all times?

*Yes, if possible.*

13. Will mediators be available prior to start of investigative conferences?

*Yes, if the parties request mediation ahead of time. Mediation requests should be efiled 3 business days ahead of the investigation. However, the DLR will try to accommodate later-filed requests.*

14. If the parties have already submitted summaries of their positions, do they need to submit something else?

*No. However, please ensure that all documents are submitted ahead of time.*

15. When will the DLR reschedule investigations that have been cancelled?

*We are targeting May and June, but the actual time frame will depend on the parties' availability and the DLR's calendar.*